

MEMBERSHIP POLICIES



GENERAL INFORMATION

- **We run lessons all year round, including School Holidays**, however we do have 'No lesson days and periods' which include: public holidays, Christmas period and Easter period. (You are not charged for these 'no lesson periods' – therefore make-up lessons are not required)
- Reusable nappies are mandatory for all **non-toilet trained swimmers** to avoid in-water accidents/pool closure.
- Membership or lessons cannot be credited, transferred or refunded. Special circumstances can be requested in writing.
- If a class has 1 or 2 swimmers we may consolidate that class.
- Privacy must be respected. You are allowed to catch your child's special moments on video or camera as long as you make every effort to only capture your child.
- We cannot guarantee the same teacher will be in attendance every week but we will make every effort to provide consistency.
- You are responsible for supervising your child before, during and after the lesson.

PAYMENT SYSTEM

- A once-off membership fee of \$35 per child is charged and a welcome pack provided.
- Swimmers may only begin lessons once membership has been paid. We do not hold places for unpaid swimmers.
- Lessons are payable in advance via direct debit on the **1st of every month**.
- The fee is calculated on a 'cost per lesson' basis. We charge for the lessons you child has within that month.
- We are charged a direct debit fee from our debit company for all failed payments - this amount will be added to your invoice.
- Membership is ongoing and debits will continue until notification to cancel lessons is received by reception.
- **Notification to cancel lessons must be provided 2 weeks prior to the direct debit payment.** Lessons will be cancelled from the following month and no further payments debited.
- We will give 14 days' notice of any new price increases.

MAKE UP LESSONS

- We must be notified 30min prior to the start of a class, of an absence, to be allocated a make-up.
- We allow 1 make-up lesson per month.
- Make-up lessons are valid for 3 months from the lesson missed.
- Cancellation of lessons will result in forfeiture of unused make-up lessons.
- If a make-up lesson is missed it cannot be re-booked.
- Make-ups can be booked no further than 7 days in advance.
- Doctor's certificates are advised for absences more than 2 weeks.
- **Make-up lessons cannot be used as a lesson credit to extend your 'paid to' date or to reduce a direct debit payment.**

Name: _____

Sign: _____

Date: _____